

TOWN OF NORTH ANDOVER
DIVISION OF PUBLIC WORKS
384 OSGOOD STREET
NORTH ANDOVER, MASSACHUSETTS 01845-2909

BRUCE D. THIBODEAU, P.E.
DIRECTOR

Timothy J. Willett
Operations Manager



Telephone (978) 685-0950
Fax (978) 688-9573

How to check for leaks

The meter should be where the water service comes into the house. Follow the pipes. If you have a basement, it should be down there by the hot water heater or furnace.

There will be a black or gray box on the meter. Lift the cover. The blue leak detector (small blue gear above the odometer) should move only if you are running water. If you are not running any water and the gear is spinning, shut off all toilets and turn them on one at a time to see if the leak detector moves. You may need to replace the “guts” of the toilet. There are other causes for leaks but this is the main one.

Save your receipt for any repairs that are made and send them to the water department at 384 Osgood Street with an explanation of what the problem was and we may be able to issue an abatement.

There is a copy of our abatement policy on the web site.